

# Northumberland, Tyne and Wear's Schwartz Journey

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### Introduction

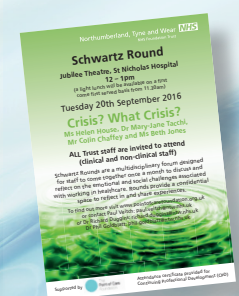
Northumberland, Tyne and Wear NHS Foundation Trust (NTW) is a mental health and disability Trust in the North East of England. It was recently rated outstanding by the CQC.

### Our Journey

Our journey started in 2014 when RD contacted the Point of Care Foundation. Their positive support led him to attend two Rounds at a nearby acute Trust, and liaise with a mental health trust running the Rounds. He was blown away by the evidence base, and the differences Rounds had made to staff support and patient care. Momentum grew within the Trust, including key support from senior staff members, and NTW's Board made the decision to support the Rounds. The Rounds became a reality when RD, PV and PG trained as facilitators, and KH joined the team as administrator.

### Our first Rounds

NTW has hosted two Rounds so far, and welcomed over 90 attendees to each Round. We have experienced excellent panel presentations bringing the emotional impact of working in Psychiatric Intensive Care with pregnant patients ("Holding the Baby"),



and managing an overwhelming period in Crisis and Home Treatment ("Crisis? What Crisis?").

Audience engagement has been fantastic and appreciative. Attendance of clinical and non-clinical staff, of all grades and professions, and in all areas of the Trust, has resulted in very rich discussions.

### Feedback

97% of attendees rated the Round as good, excellent or exceptional, and 95% said they would attend again and recommend it to a colleague. 89% felt the Round will help them work better with colleagues. Free-text feedback from the audience and panel was extremely encouraging.

"The Round illustrated the challenges and complexities we face within mental health, but also the compassion and hard work that brings such positive outcomes." (Service Manager)

"I was deeply moved by the event. I came away feeling a strong connection to others and to the reason we are here. A sense of shared experience or shared purpose." (Head in Corporate Services)

I have been surprised at how moving I have found the rounds. (Consultant Psychiatrist)

"What a fantastic experience. I did not know what to expect but left with a warm glow!" (Panel Member)

"I am struck by the buzz in the room at the end of each Round. Everyone discussing what they have heard and their similar experiences." (Schwartz Administrator)

"If our teams are our family, I feel Schwartz Rounds bring everyone together with their extended family for extra support." (Schwartz Facilitator)

Helpful and comforting to hear peoples' reflections and stories. (Nursing Assistant)



### Next steps

- ◆ Programme of monthly Rounds planned, including ones on engaging carers, hospital at night, and our experience with the CQC.
- ◆ Holding rounds in other areas of our large Trust to increase access. Does that mean more Rounds and Facilitators? Pop-up Rounds?
- ◆ To continue to develop participation and representation in our project (steering) group to ensure sustainability and vitality.